



Welcome

BT Smart Hub user guide

Hello

Powerful, clever and faster than ever – your sleek new Hub has arrived. We hope you have fun using it.

Here's what's in this guide

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Get to know your BT Smart Hub	3
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Thanks again for choosing BT.

What's in the box



BT Smart Hub



Broadband cable
(grey ends)



BT Smart Hub
user guide



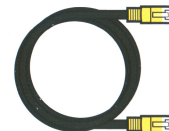
Power cable and plug
(in two parts)



Filter



Extra sticker with
Hub details to put
somewhere handy



Ethernet cable
(yellow ends) for a
wired connection



Got a bundle, like a BT Mini Hub or BT TV, too?

Set up your Smart Hub first before setting up anything else.



BT Smart Hub



BT Mini Hub



BT Mini Connector



YouView box

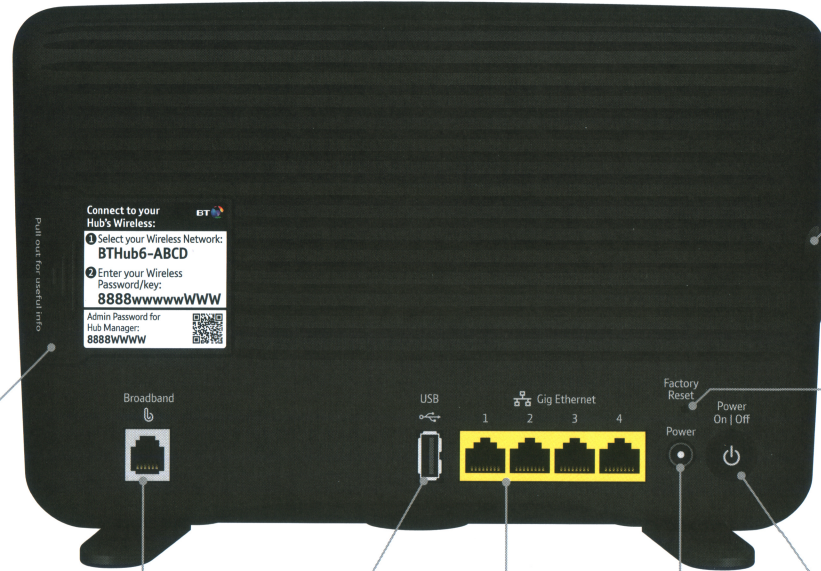
Get to know your BT Smart Hub

Front



Hub status light
Have a look at page 9 to see what
your Hub lights mean

Back



Hub wireless settings
A handy removable card
with all you need, including
passwords, to connect
wirelessly

Broadband port

USB port

Four Gig Ethernet ports
To connect devices
using a cable

Power socket

Power button

WPS button
and light
Use this as a quick
way to connect
wireless devices.
See page 5

Factory Reset
button
See page 9

How to set up and get connected

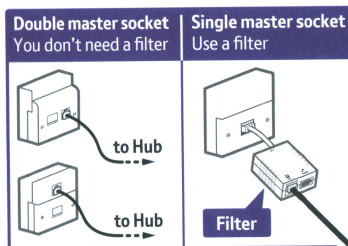
1 Set up your Hub

We'll email or text you when your broadband is ready. You can then set up your BT Smart Hub.

To get the fastest possible speed with the new Hub: unplug all your old broadband kit, including the old power plug, filters and Ethernet cables.

1 Connect

- Plug the broadband cable (grey ends) into your Hub and the other end into your master phone socket.
- A master socket is the main socket for the phone line in your home. It's not an extension socket.
- Depending on your socket type, you might need to use a filter.



2 Plug in power

- Slide the two parts of the Hub's power plug together until they click into place.
- Connect the power cable to your Hub, plug it in at the wall and switch the socket on.

Only use the plug that came with your Hub

Click!

Broadband cable (grey ends)

3 Turn Hub on

- Press the Power button on the back of the Hub.
- The light on the front will change colours while your Hub sets itself up. **This takes a few minutes.**

Power button

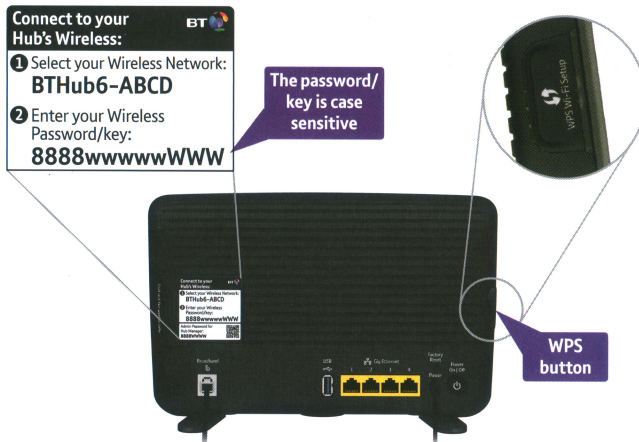


After a few minutes, a blue light will show your Hub is ready.

2 Connect your devices

You'll need your Hub's wireless network name and password. They're on the back of your Hub.

Your Hub will be called something like BTHub6-ABCD. If your device supports WPS, just press the WPS button on your Hub – it's a quick way to connect.



i Can't connect using wireless?

Using your Ethernet cable (yellow ends), connect your device to any of the yellow Ethernet ports on the back of your Hub.

3 Finish setting up online with Smart Setup

Whenever you connect a device to your Hub for the first time, your web browser will ask you if you want to activate any of your BT Extras, including BT Parental Controls.

i How to turn off Smart Setup

Just follow the steps at bt.com/help/smarts witchoff

4 Getting the best wi-fi signal at home

For tips on how to get the best wi-fi signal in your home, go to bt.com/yourwi-fi

✓ **All done.**

Get more with My BT

Go to **bt.com/mybt** or download the My BT app to manage your account and products, online security and BT Extras. So everything's in one place.

Go to **bt.com/mybt** to:

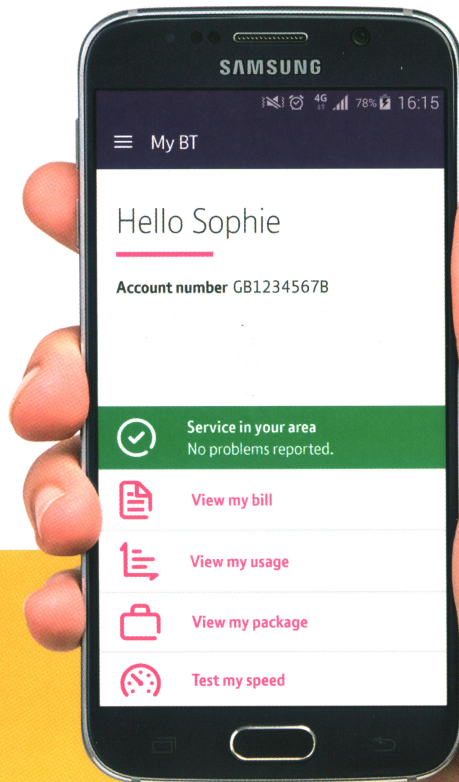
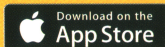
- ✓ track an order
- ✓ view your bills and manage payments
- ✓ check your calls and broadband usage
- ✓ see your inclusive BT Extras (see page 7)
- ✓ upgrade your calls, broadband and TV packages
- ✓ get help with your BT services
- ✓ and if you can't find what you need, you can chat with us.



Download the My BT app

Just go to bt.com/mybtapp/download

Or if you've got an Apple® or Android® smartphone, text 'My BT' to **81192** and we'll send you a link to download it.



Get ready with your BT Extras

You can find them in My Extras at bt.com/getready



BT Sport

Watch unmissable action from the Barclays Premier League, UEFA Champions League, The Emirates FA Cup, Aviva Premiership Rugby, European Rugby Champions and Challenge Cups, MotoGP™ and much more.



BT Wi-fi

Get unlimited access to the UK's largest network of wi-fi hotspots. Connect using a browser on your laptop or download our app.



BT Cloud

Securely back up your precious photos and important files anytime, on the go, using any device.



BT Mail

Get up to 11 email addresses, unlimited storage and protection against viruses and spam.



BT Parental Controls

Help to keep your family safe online by filtering inappropriate content.



BT NetProtect Plus

Download it on your device so you're protected when browsing online – against viruses, scams, spyware, phishing attacks and other internet threats. It also protects you from infections from other things (like USB memory sticks), even when offline.



BT Protect

Protect your gadgets against infection from viruses, scams and phishing attacks by warning you if you're going to a website that might be harmful. It works on any device connected to your BT Broadband or BT Wi-fi. You don't have to install anything. Just turn on BT Protect online.



BT SmartTalk

Make calls from your mobile at your BT home calling plan rates, even when calling from abroad. So you could save money. All you need is wi-fi or a mobile data connection.

Troubleshooting

If your Hub is showing an orange or purple light, it's running okay but needs a bit of help connecting to the internet.

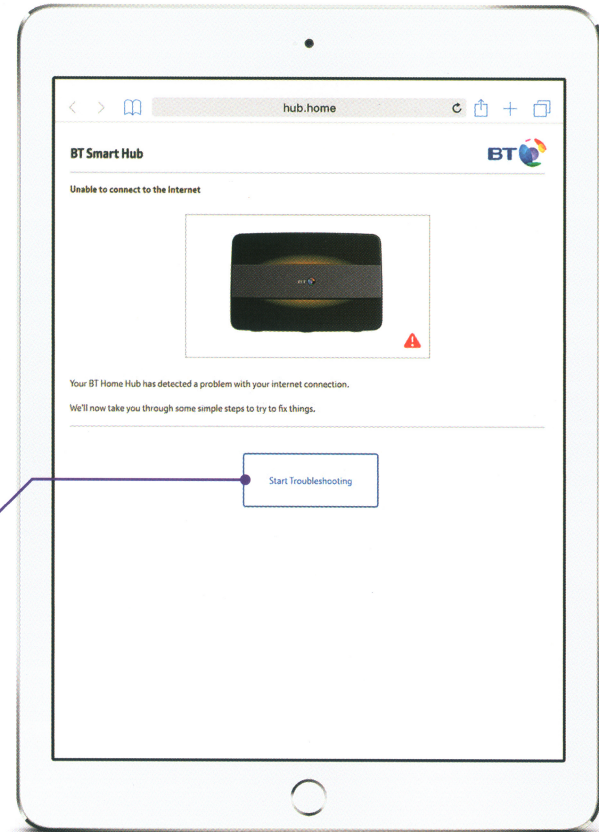


Or

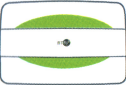
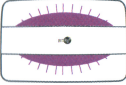
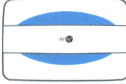


Here's what to do

- 1 Connect a device to the Hub using wireless or an Ethernet cable.
- 2 Open a new web browser on your device.
- 3 Follow the on-screen help wizard to get connected.



What your Hub lights mean

Lights	What's happening	What to do
	No light The power is off or you've turned the lights off	If you haven't turned the lights off, check that the Hub's Power button is on, its power cable is plugged in correctly at the mains and power is turned on. If there's still no light, call us on 0800 111 4567. We're usually less busy between 12pm and 6.30pm
	Green light The Hub is starting up	Wait a couple of minutes for it to start
	Flashing orange light The Hub is connecting to broadband	Give it a minute or two to connect. The light will turn steady blue when your Hub is ready
	Flashing purple light The Hub is working but the broadband cable isn't connected	Check the broadband cable (black with grey ends) is plugged in correctly and you're using a filter, if needed. You can see which cable goes where on page 4
	Steady orange light The Hub is working but isn't connected to the internet	Connect a device to your Hub using a cable or wi-fi. Open a new web browser window and follow the on-screen help wizard to get connected
	Red light There's a problem somewhere	Using the Power button, turn your Hub off and on again. If the light still doesn't turn blue, use a paper clip to press your Hub's Factory Reset button. If this doesn't fix it, call us on 0800 111 4567. We're usually less busy between 12pm and 6.30pm. Make sure you're next to your Hub with a computer or device if you call
	Blue light The Hub is working fine	If you can't get online, there might be a problem with your computer, tablet or mobile device. Turn it off and then on and try again. If you've still got a problem, get some help from the manufacturer or supplier
	WPS button and light	If it's flashing blue, it's waiting for you to press the WPS button on your computer or device (you've got two minutes). If it's flashing red, it didn't connect – give it a couple of minutes and try again. No light means that it's connected successfully

Hub Manager

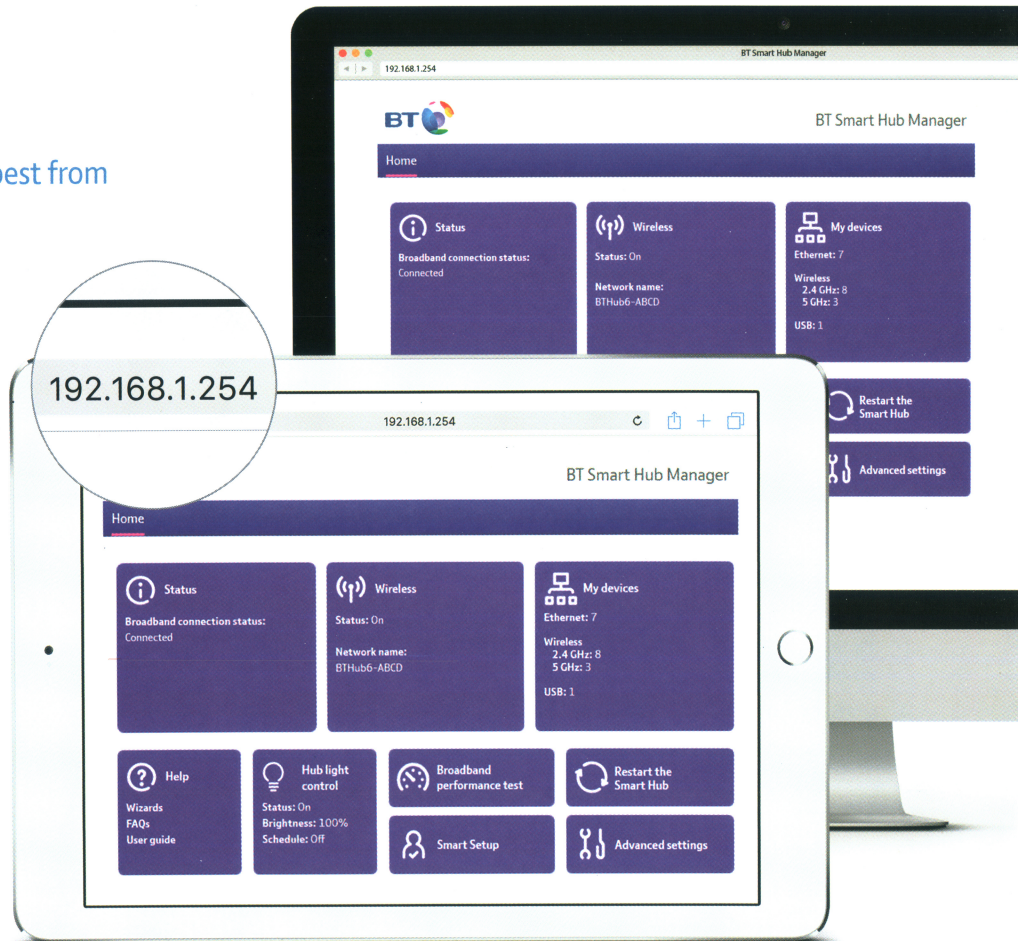
Use your Hub Manager to get the best from wi-fi and manage settings

You can:

- ✓ switch on BT Access Control
- ✓ fix problems using wizards
- ✓ see your broadband performance
- ✓ see all your connected devices.

How to open your Hub Manager

- 1 Open a new web browser on your device.
- 2 Type 192.168.1.254 into the address bar.
- 3 If you want to make any changes, you'll need your Admin password. It's on the Hub's settings card on the back of your Hub.



Need some help?

Choose the way that suits you

Go to bt.com/help

The quickest and easiest way to get help, all day, every day.

Chat to us at bt.com/chat

We're here to help seven days a week between 7am and 11pm.

Call us

If you need to talk, give us a ring on 0800 111 4567. We're usually less busy between 12pm and 6.30pm. Make sure you're next to your Hub with a computer or device if you call.

You can also call 0330 123 4567 from a mobile. All numbers starting 0330 are charged at a national rate and are included in any free minutes as part of your mobile contract. Some mobile operators allow free use of 0800 numbers.

Get help from other users

Join the conversation in the BT Community Forum at bt.com/community

Other information

Declaration of Conformance with European Community Directive 1999/EC

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

The Declaration of Conformance can be found at bt.com

The BT Smart Hub contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at bt.com/help/gplcode

Your Hub is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin. You'll find instructions for recycling the Hub and other BT equipment on the back of your Hub's box.



 Your device's operating temperature range is between +10°C and +45°C.

Call 0800 800 150 to get this leaflet
in Braille, large print or audio CD.



Offices worldwide

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matters.org**

Get information, advice and
support on keeping your
children safe online